

Special Milk Program Internet Claim Manual

Revised May 2014

This manual describes how to enter claims for the Special Milk Program for schools and childcare centers using the new online interface.

The data elements on all claims have not changed.

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Table of Contents

	Pages
Logging on to the Website.....	3
Navigating the Website.....	6
Enter or Modify a Claim.....	8
View or Print a Claim.....	10
<i>Frequently Asked Questions.....</i>	12

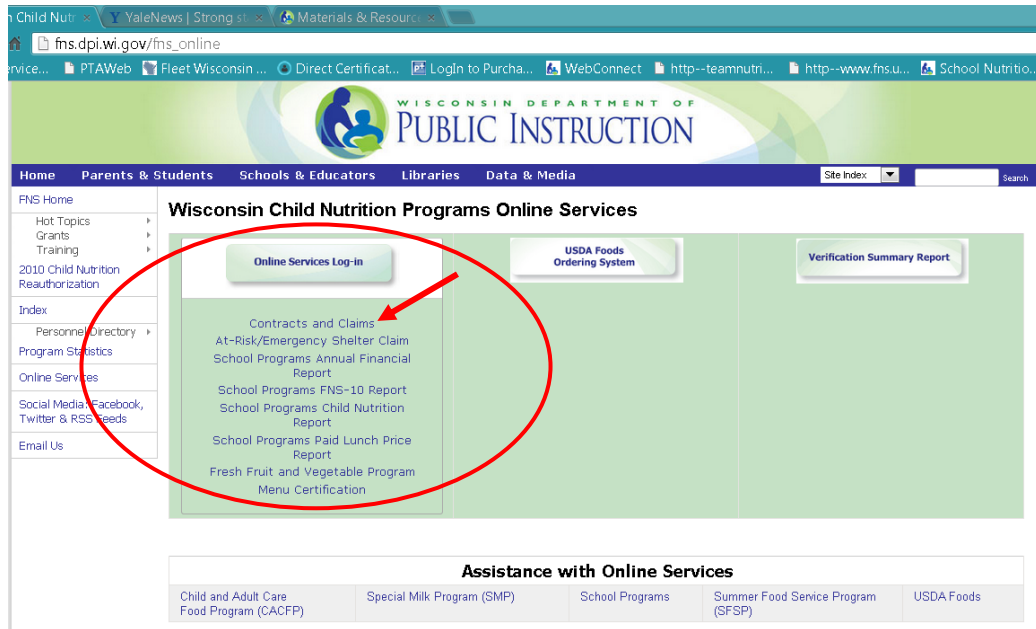
Logging on to the Child Nutrition Programs Website:

1. Go to <http://fns.dpi.wi.gov/>
 - a. There are a series of buttons in the middle of the page.
 - b. Click on the button titled **“Online Services”**, which will bring you to the Online Services page.
 - c. You can also reach the Online Services page from the left side bar.



2. After you click this button, you will be brought to the Online Services page. If you wish to bookmark the site for future reference, do it at this point in time.

3. There are three buttons across the top of the page. The one on the left is “Online Services Log-In.” Click on this button. A drop down box will provide options. Click on “Contracts and Claims.”



4. This will bring you to a log-in screen (*Sample Screen 3*) where you will be able to log in using your agency code and password, and access your agency’s information, including contract. Do not bookmark this log-in screen – if you wish to make a bookmark, please go back to Step 2 and bookmark at that point.

5. Enter your **agency code** – This is your six-digit agency code/agreement number.
 - a. Do not use hyphens - use only the numerals in the agency code.
 - b. Do not enter leading zeroes. For example, if your agency code is “012345”, only enter “12345”.

6. Type in your agency specific **password** (This is the password assigned by DPI for ordering USDA Foods, claiming reimbursement, and for contract purposes. If you have forgotten this password, please see page 11).
7. Click the "Submit" button.
8. The "Reset" button will clear all data entered in fields so it may be re-entered.
9. Time limit on entering data - A timer starts from the moment you enter the contract site. If no activity occurs for 30 minutes, you will receive an error message and need to return to the main "Log In" screen. Any movement on a page at all (such as going from one screen to another or moving to another entry field on the same page) will reset the 30-minute timer.

Navigating the Menu Options

Once you are logged in, a menu of options will appear at the top of the screen.



On this screen, you can see the following menu options:

Home Day Care: this is for Home Day Care providers only.

School Nutrition Program: This is for school agencies participating in child nutrition programs.

Community Nutrition Program: This is for agencies participating in the Child and Adult Care Food Program (CACFP).

Summer Food Program: This is for sites participating in the Summer Food Service Program (SFSP).

Special Milk Program: This is for agencies (both schools and childcare programs) participating in the federal Special Milk Program.

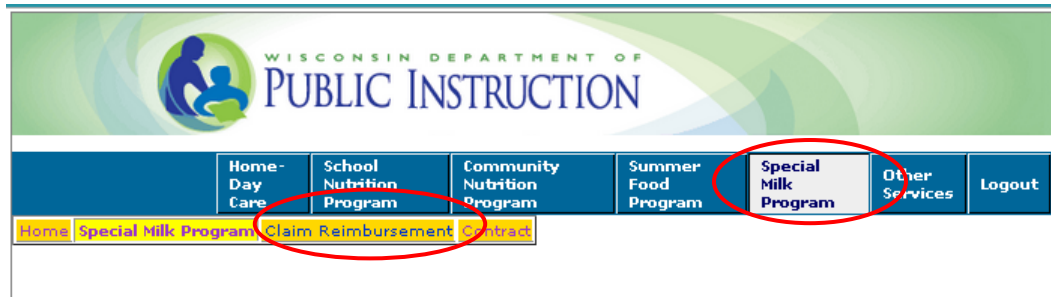
Log Out: This is where you can click, at any page on the website, to log out of your contract account. When you logout, you will need to re-enter your agency code and password to re-enter the FNS web site.

Entering the Special Milk Program section:

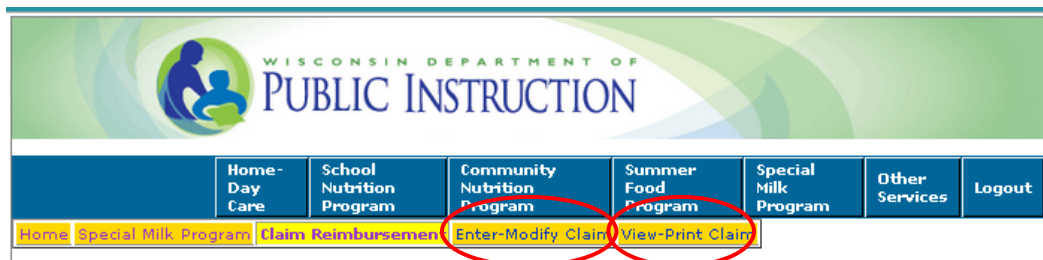
Click on the **blue bar** where it says “Special Milk Program.”

This will change the yellow menu options. Notice that the blue “Special Milk Program” button is now highlighted white.

Select “Claim Reimbursement” from the **yellow menu** options.



This will again change the yellow menu options. Notice that the yellow “Claim Reimbursement” button is now highlighted in a lighter color to show that this is the page you are viewing.



There are two options under Claim Reimbursement: “Enter-Modify Claim” and “View-Print Claim”. Remember to “Click and move to the right” to see the next menu option.

Enter or Modify A Claim:

Home- Day Care	School Nutrition Program	Community Nutrition Program	Summer Food Program	Special Milk Program	Other Services	Logout
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Home Claim Reimbursement **Enter-Modify Claim**


Special Milk Program (SMP)
[Participation Monthly Reimbursement Information]
139999 - Test Agency

Claim Date:	Month April ▼ Year 2013 ▼	*Claim Cannot be more than 60 days old
No. of Schools/Sites Participating:	1	
Total No. of Days Operating:	18	
Cost Per 1/2 Pint:	0.1811 [Enter in the format of 0.000 No (\$) sign allowed]	
Free Milk:	175 *Do NOT use commas while entering numbers.	
Paid Milk:	704	

[CERTIFICATION]

I HEREBY CERTIFY to the best of my knowledge that this claim is true, correct, and in accordance with the terms of existing agreement, that records are available to support this claim, and that payment has not been received. Meal counts have been reviewed and analyzed to ensure accuracy. I acknowledge that failure to submit accurate claims will result in recovery of an overclaim and may result in the withholding of payments, suspension, or termination of the program.

Preparer Name and Telephone No.: Joe Brown 608-666-6666



To **enter a new claim**, select “Enter-Modify Claim”.

Enter **participation data** on this screen. Please enter the ***month you are claiming for***, not the month you are entering the claim in. **Be sure to select the correct year. When entering the Cost per ½ pint, make sure to use your average dairy cost per ½ pint, not what you charge the students.** When finished entering the number of milks served, the preparer’s name and telephone number, click on the “Submit” button. Enter “0” (zeros) in the fields that do not apply. Do NOT use commas when entering numbers.

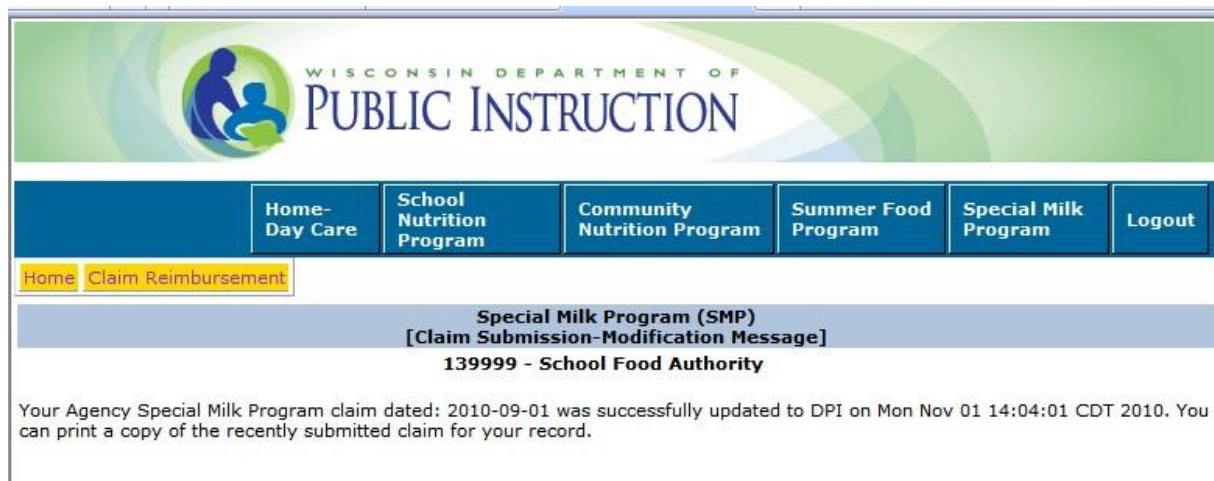
To **modify a claim** that has not yet been paid, select “Enter-Modify Claim”.

After entering a claim for reimbursement, agencies may modify the claim until the time the claim is processed. Processing of claims is completed in most cases, on Tuesday mornings.

NOTE: After a claim has been processed (“Paid” Status) by DPI it CANNOT be modified on-line. To submit a revision, after the claim is in “Paid” status, print-off a copy of the submitted claim. Write “Revised Claim” at the top of the page. Cross-off any incorrect numbers and write in what they should be. Sign and date the copy. E-mail it to, jacqueline.jordee@dpi.wi.gov or fax it to, (608)267-9207, for revision to be processed.

After selecting the Modify option, the website will show the unpaid claim for modification. All data is modifiable except date claim. If no such claim is found, a relevant message will be displayed. When finished updating the claim, click on the “Submit” button at the bottom to submit the claim to DPI to be processed

After you have submitted the claim, the following message will appear.



If any data is entered incorrectly, you will receive an error message telling you what to correct (make sure your claim is entered within 60 days, and make sure that you are not entering any commas or symbols).

NOTE: You can only have one claim pending in the system for each program at any given time. If you have two months of claims to enter, enter the earlier month first. Once the claim has been processed (generally on Tuesday morning), then you can enter the later month for reimbursement.

View and/or Print a Claim:

To view a claim that has been submitted, or to print a copy of the submitted claim for your records, select "**View-Print**". It may be viewed and/or printed after it has been submitted to DPI. The claim does not have to be processed to be viewed.



WISCONSIN DEPARTMENT OF PUBLIC INSTRUCTION

Home- Day Care School Nutrition Program Community Nutrition Program Summer Food Program Special Milk Program Logout

Home Claim Reimbursement **View-Print Claim**

Special Milk Program (SMP)
[View Participation Monthly Reimbursement Information]
139999 - School Food Authority

Date Claim Month Year **SEARCH**

[Click Claim Type Link below to View Complete Claim Information]

Claim Type	Date Submitted
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Select Date Claim Month and Year from drop down list box and click the "Search" button.

If a claim is found for the given criteria it will show up in the box below.



WISCONSIN DEPARTMENT OF PUBLIC INSTRUCTION

Home- Day Care School Nutrition Program Community Nutrition Program Summer Food Program Special Milk Program Logout

Home Claim Reimbursement **View-Print Claim**

Special Milk Program (SMP)
[View Participation Monthly Reimbursement Information]
139999 - School Food Authority

Date Claim Month Year **SEARCH**

[Click Claim Type Link below to View Complete Claim Information]

Claim Type	Date Submitted
New (Unpaid)	11/01/2010

Click the link under "Claim Type" to view the full claim information.

	Home-Day Care	School Nutrition Program	Community Nutrition Program	Summer Food Program	Special Milk Program	Logout
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[Home](#)
[View-Print Claim](#)

Special Milk Program (SMP)
[View-Participation Monthly Reimbursement Information]

139999 - School Food Authority
Date Claim: 09/01/2010

Participation Information	# of Students/Meals	Payment Information	Amount
No. of Schools/Sites Participating:	1	Total Meal Reimbursement	\$156.65
Total No. of Days Operating:	17	Voucher No.:	84826
Cost Per 1/2 Pint:	\$0.1811	Payment Processed Date:	
Free Milk:	175	Claim Submitted On	11/01/2010
Paid Milk:	704	Claim Status	New (Unpaid)

You can print the claim by clicking the print button of your browser. If required, use “Back” button to view more claims.

You cannot modify the claim on this screen. If your claim is unpaid, and you need to modify it, return to the “Claim Reimbursement” menu option, by clicking on “Special Milk Program” in the blue menu bar, and select “Enter-Modify Claim”. If your claim has already been paid, you will need to submit a paper claim form, available on the DPI Child Nutrition Programs website.

Frequently Asked Questions

1. CLAIMS DUE – WHEN?

Claims are due within SIXTY DAYS of the last day of the claiming month. IF days of service for final claim month are LESS THAN TEN, the due date of the claim is **sixty days from the last day of operation**. A calendar is listed below for your convenience.

<u>Claiming Month</u>	<u>Last day for for Submittal/Receipt/Postmark</u>
January	April 1 (March 31 on leap years)
February	April 29
March	May 30
April	June 29
May	July 30
June	August 29
July	September 29
August	October 30
September	November 29
October	December 30
November	January 29
December	March 1 (February 29 on leap years)

If for any reason you are unable to submit your claim on-line, please make sure to e-mail it to jacqueline.jordee@dpi.wi.gov or fax it (608)267-9207 to meet these deadlines.

2. IS THERE ANY TIME WHEN I CANNOT ENTER A CLAIM?

Yes. When the Payment Process Package that pays the claims is running we cannot take claims. This process usually lasts only a short time and is usually done on Tuesday mornings. If this Process is running you will get an error message telling you to wait one hour, and then retry. Other than while we are processing payments, the Claims area of the Internet site is available anytime from anywhere.

3. CLAIM DATA WON'T GO INTO SYSTEM

There are "edit-checks" on certain fields on the claim forms. These edit-checks will not allow certain data to be entered, e.g., total meals for month could not exceed enrollment times days operating. If you think you have valid data and the Internet site will not accept it, please call Jacqueline Jordee at 608-267-9134. A paper claim may need to be submitted in some instances.

4. WHY or WHEN WOULD I MODIFY A CLAIM?

If a previous claim's data is incorrect and it has NOT been paid, you can change the data so it is correct. Once the claim is paid, it can NOT be modified on-line. You will need to submit a paper claim to make any modifications.

5. CAN'T GET INTO PROGRAM TO ENTER INFORMATION

The Internet system checks the agency code against our valid contract file. If you do not have a valid contract on file, you will not be able to log-in. For School Programs, call 608-267-9228.

6. **TIME LIMITATIONS**

A timer starts from the moment the site is entered. If there is no activity at all for 30 minutes, the user will get an error message and have to return to the main “Login” screen. Any movement on a page at all, such as going from one screen to another or even just moving to another entry field on the same page will reset the 30-minute timer. If you time-out, the data that you entered will not be saved.

7. **LOST or FORGOTTEN PASSWORD?**

Contact the DPI Federal Aids and Audit Section (FAAS) for assistance: Jacque Jordee at 608-267-9134 or Jacqueline.Jordee@dpi.wi.gov.

8. **CHANGE YOUR PASSWORD**

Contact the DPI Federal Aids and Audit Section (FAAS) for assistance: Jacque Jordee at 608-267-9134 or Jacqueline.Jordee@dpi.wi.gov. Changing this password will change the password for all related child nutrition applications including claims for reimbursement, ordering USDA Foods, contract access, etc. If you change your agency’s password, you will need to notify other staff in your agency that need to use those functions of the new password.

Prior to contacting DPI with questions related to entering data on your claim, please be prepared to answer the following questions:

- a) What is your agency code?
- b) What information are you trying to enter? **(Example: “October Claim Data”)**
- c) What screen are you viewing? **(Example: “View-Print Claim”)**
- d) What page/s in this manual are you referring to? **Page numbers are listed at the bottom-center of each manual page.**
- e) Be sure you have the manual with you when you call, so that you can note the answer to your question in the manual for future reference.

School Special Milk Programs

Department of Public Instruction
School Nutrition Team
125 S. Webster Street
Madison, WI 53707

608-267-9228 (phone)
608-267-0363 (fax)